

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
HYPERLINK "mailto:complaintsCECA@act.gov.au"
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: 1 June 2023

Time completing form: 8:56pm

Your full name: P01 P01

Date of birth: P02

Contact details: P03 P03

(phone and email)

Service to which the complaint relates? Artemis Early Learning Fyshwick

Has the complaint been raised directly with the service? If yes what was the response? If *not* why? I raised issues with the centre. We have since left the centre.

Complainant's relationship to the service (how long have you had an association *parent/educator* for)? Roughly 3 years

Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes? Over the course of three years.

If delay in reporting, reasons for delay?

Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?

Age of Children (DOB if possible and relevant?)

Name of educator(s), staff member(s) or other persons involved?

Details of the incident/issue:

Consider details such as:

What happened?

Where did it happen?

Has it ever happened before?

Has it happened to anyone else?

Who was present?

Who was involved?

Have you discussed the incident/issue with anyone else?

Has any action been taken?

Did you make any notes at the time, or send any emails?

Are you prepared to provide a copy?

Good morning,

I would like to register a complaint against Artemis Early Learning Center in Fyshwick.

My children used to attend the centre and I was very unsatisfied with the care they received, the behaviour of the owner and director (who now co-owns the centre), and their ratios.

The director P01 constantly overbooks the rooms, particularly nursery where the carers are overworked, overwhelmed and under supported.

The stress this puts on staff is clearly evident and the carers speak openly to management with no or promised support with no follow through.

Staff who worked at the centre while my children attended - one of them had worked there for a number of years running pre-school and she would take the children into the bathroom to scream and smack them - despite numerous cameras being present, the director did not take action until a formal complaint was lodged by another staff member. Instead of legal action being taken the matter was hushed and the staff member was given the option to resign.

Many of the staff have been witnessed on their phones - with one staff member I complained about several times which fell on deaf ears. She would sit on her phone in the corner which resulted in one of my children cutting their own hair in front of her, she did nothing until after the fact and then laughed about it. Her name was P01.

Some of the staff can often be observed in the yard talking together instead of interacting with the children.

Several other staff members could be heard screaming at one another and fighting - I alerted the director who rolled her eyes and stated "yes I will deal with it".

The centre owner P01 is utterly disgusting and uncomfortable to be around - forcing the staff to wear hospitality aprons at work and when one of the staff members wrote a formal feedback - they were told they could quit.

When my children attended the centre they would come home over stressed, anxious and frightened. Often not wanting to return to the centre due to behaviours they were exposed to.

Considering the daily fees - a parent expects that their children will be provided with meaningful, purposeful and caring support from their educators as well as professional and supportive care from the centre director and support staff.

The good educators at the centre had obvious signs of burnout and when encouraged to seek support from fair work or CECA they expressed fear at losing their jobs as a form of retribution from management.

I would appreciate this report being kept anonymous - but the centre needs regular spot checks without notification as the centre puts on a fake facade to clear the frameworks visits. I had my child in starting nursery during the lead up and start of one of the accreditation visits and overheard leadership conversations about how they could alter the rooms, paperwork ect in order to pass accreditation.

The Director P01 also sent me private messages on Facebook regarding my ex P01 on a regular basis. Attached screenshots.

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)?

Yes