

### 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](mailto: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:	1/11/2020
Time completing form:	245pm
Your full name:	P01 P01 P01
Date of birth	P01
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Blinky Bill Early Childhood Centre P03
Has the complaint been raised directly with the service? If yes what was the response? If not why?	<p>Yes, received a phone call from staff member P01, Assistant Manager, of an incident that occurred with my son, P01 (P01) on Tuesday 27 October 2020 approx 4:15pm.</p> <p>Informed an incident report would be forwarded to area/regional manager.</p> <p>I followed up via email the next day, Wednesday and Thursday 28<sup>th</sup> and 29<sup>th</sup> October 2020, with no response or phone call in return.</p> <p>There were phone line issues, therefore had to email then they would email back/phone as required.</p>
Complainant's relationship	I am mum of P01 P01 P01 started daycare at Blinky Bill when he was 12 months

<p>to the service (how long have you had an association parent/educator for)?</p>	<p>old, commenced Tuesday 4 June 2019, 4 days a week. I have not had a relationship with P01, the Assistant Manager for a long period of time, do not believe we have met. However, P01, have had a relationship with since P01 commenced daycare, on mat leave for a period of time, then back at the centre when P01 returned. Along with P01 educator of his current room, known since P01 started also, more closely now leader of his room.</p>
<p>Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?</p>	<p>I am unsure of the time that it happened, as my husband signed the incident form, upon collection of P01.</p> <p>I asked my husband if he knew where it happened and what time etc. however, he was trying to juggle P01 and his bag and signing the form and other parents and children waiting to talk with the staff.</p> <p>As above, I requested a copy of the incident and form we signed, but no response to emails to provide this detail.</p> <p>I received a phone call from P01, Assistant Manager at approximately 4:15pm.</p>
<p>If delay in reporting, reasons for delay?</p>	<p>I am unsure if the incident has been reported by the centre as I have received no response to my email (as detailed above).</p> <p>The day after the incident I phoned your agency as well as G8 Education (had to fill out an online form to contact me), G8 Education called me the next day, as well as yourself.</p> <p>I have had to wait until the weekend to have the time to report properly, as I wanted to write down everything and other areas of concerns. I work full time and morning/night time routines I have limited time to get the opportunity to do so.</p> <p>I also wanted to give the daycare an opportunity to respond, give myself time to reflect and review everything with my husband and take a moment to reduce how I felt emotionally as I was upset and angry and concerned that this happened at all. There seems to be things that just keep happening and this incident has raised the biggest concern, compared to events prior.</p> <p>I really feel the like the daycare needs some help and support through changes and hopefully provide enough for staff and most importantly managers to stay longer.</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the</p>	<p>Just my son, P01 was involved and staff that found him.</p>

complaint relates?	
Age of Children (DOB if possible and relevant?)	P02
Name of educator(s), staff member(s) or other persons involved?	P01 P01, Assistant Manager P01, Toddler Room Educator/Carer
<p>Details of the incident/issue:</p> <p><i>Consider details such as:</i></p> <p><i>What happened?</i></p> <p><i>Where did it happen?</i></p> <p><i>Has it ever happened before?</i></p> <p><i>Has it happened to anyone else?</i></p> <p><i>Who was present?</i></p> <p><i>Who was involved?</i></p> <p><i>Have you discussed the incident/issue with anyone else?</i></p> <p><i>Has any action been taken?</i></p>	<p>I have not received notification of this happening before, I have never heard of this happening from any other parents. However, as outlined before, my husband has now noticed that children are able to reach and open the doors.</p> <p>I have not discussed this with any other parent at the centre.</p> <p>I have however, informed some family and close friends when having discussions about P01 e.g. how is P01, how is daycare etc.</p> <p>I have chosen to keep this private to be handled appropriately and correctly, without involving any other parents to reduce stress and more concern along with ongoing changes and concerns of manager leaving.</p> <p>Incident - Tuesday 27<sup>th</sup> October 2020:</p> <p>I received a phone call from P01, Assistant Manager of our daycare at approximately 4:15 p.m. to notify me of an incident that occurred with my son P01 P01.</p> <p>P01 was found completely alone in a room by P01 who was doing a floor walk. Was reported to be unaccounted for by staff.</p> <p>P01 informed me that P01's room Educator P01 found P01 at the same time as P01, as he had been missing for about 1 minute, P01 was ok when found.</p> <p>P01 informed me that the incident would be reported and a full investigation would be conducted that she would send the report to area / region manager. I was also informed that there would be a full investigation to work out how it happened, why it happened and how long P01 was unaccounted for, checking the cameras installed at the centre.</p> <p>During the phone call discussion, P01 explained that she had requested on numerous occasions for the door handles to be changed as some of the children are able to reach an open them. My husband noticed this recently during drop off/pick up, children were able to open the door handles.</p>

I emailed **P01** the day after the incident (Wednesday 28<sup>th</sup> October and Thursday 29<sup>th</sup> October) following up on the incident, seeking a copy of the incident report (my husband signed upon collection of **P01**) and a copy of the incident report that was going to be sent to the manager so I had a copy also.

I have not received a response to my emails or notification that the incident has been reported. I do note the centre was experiencing issues with their phone line, however, was notified that the centre's phone number was forwarded to **P01**'s mobile, everyone was requested during this time to email and a phone call would be made from the centre.

I would like to know exactly what happened to **P01**, how long he was alone in the room, where he was located and how more prevention measures can be put into place to ensure this does not happen again to my son, or any other children.

I took time to follow this incident up as I needed to take time to discuss with my husband, reflect and take a moment to reduce how I felt emotionally as I was upset, angry and concerned that this has happened at all.

It was 'only a minute', but anything could happen during that time to a child.

I wanted to spend the time to note down and gather dates and information I have journaled since **P01** commenced at daycare since he was 1 years old. I have given the centre quite enough time to go through their changes, however the changes keep happening and despite how kind and caring the carers are with **P01** and the other children, it is not enough, these issues need to be followed up and addressed and changes need to happen.

Before providing details of other areas for concern, I want to note that the centre has gone through multiple changes of staff including centre managers. Since **P01** has been enrolled at the centre from 1 years old, there has been 3 centre managers, the most recent one also just informed of her resignation on Wednesday 28<sup>th</sup> October. I have been hearing that it is due to the lack of support in the role and opportunity to have more time with the children.

Prior to the current manager, we had another centre manager who was only at the centre for a short period of time, who also left, prior

	<p>to that the biggest change was when there were multiple staff and managers that had left the centre. This raises concerns and is difficult to keep up with the changes and paperwork that is required to be redone, due to loss of paperwork or changes to how the manager wants everything organised.</p> <p>I have also heard from other parents, staff and even noticing myself during drop offs and pickups that the centre may be under staffed with the ratio of educators to children. I assume this is going to be addressed, it would be great if the staff could be provided with more support and time for the children. I think this may be why P01 was unaccounted for also.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes as outlined above, I have sent 2 emails, one the next day and then another the day after that to follow up. I took notes during the phone call with P01 when I was informed of the incident occurring, which is typed up above. I am happy to provide copies of the emails to assist.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>I would be happy to assist with a statement. I really want to help the centre, especially the staff and most importantly our children. To reduce the stress and anxiety that this causes, especially to ensure this never happens again and that requests to fix issues in the centre can be addressed appropriately, especially door handles to protect the children's life, health and welfare at all times.</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>As mentioned I am happy to provide the 2 follow up emails.  I have also provided other incidents/feedback below, in hope to improve the centre and provide more support.</p>

## 2. Wednesday 14 October 2020 Incident

During Covid-19, P01 remained out of daycare, from 30 March 2020, recently returning to the centre Tuesday 13 October 2020. We were required to complete and sign with doctor's certification with new medical forms and risk plans which included P01's skin and allergy issues and requirements. The centre manager, chef and educator and staff then discussed and reviewed P01's needs, thankfully his room education P01 knows P01 well as she was his carer previously.

The next day, 2nd day back at the centre after COVID being at home, after the forms and all his allergies/skin issues were addressed and submitted, I received a phone call from P01 just after I had dropped him off for the morning to have breakfast with everyone.

P01 apologised and wanted to inform me that P01 had grabbed another child's bowl and started having the cereal which contained different milk that P01 was not allowed to have.

**P01** has an intolerance to all milk, is only able to have goats milk since he was a baby.

I appreciate that this can happen, toddlers are quick, however he should be monitored at all times so that consuming other children's food does not cause him to be sick or have a severe reaction. He has a large list of other allergies to other foods also, not just intolerances.

**P01** said that it happened so fast, as they were busy greeting other parents and children for the morning drop off.

What I mentioned earlier with the children to staff ratio, if this was increased, then this would not happen. **P01** did inform me that they would ensure every single carer was aware and that they would make sure a carer sits with **P01** and the other children to ensure it does not happen again (I appreciate this however this should not have happened in the first place, to any child).

My husband and I are reminding staff each drop off, if we do not know the staff member, of what **P01** requires, in fear of it happening again.

### **3. Wednesday 16 October 2019 – concern feedback**

When I enrolled **P01** in the centre June 2019, they were happy and took on the responsibility of paying for and ordering **P01**'s formula, as they did for the other children, he required to have Goats Oli6 from Chemist Warehouse. I always called/discussed in person and checked if they ever needed me to provide anything, their supplies were ok etc. as I always wanted to assist in any way I could, to ensure **P01** had everything he needed each day I was at work.

I received a phone call in the morning from one of the carers, **P01** was around 15 months old and still was having formula morning and afternoon. The carer informed me that they had no formula, nothing spare, tin was completely empty. I was upset that they had called me without any notice, already at work in an important course, they had completely run out otherwise I would have provided to them at drop off.

### **4. Temperature checks during COVID-19 - concern**

**P01** only had recently returned to the centre, as I removed him during COVID-19 to be at home. Upon returning back to the centre, I noticed that temperature checks were not happening upon arrival, as I thought was already happening before anyone could go into the centre.

I questioned it and I had to sign a form to approve, along with a list of other parents/children. **P01** returned to the centre Tuesday 13<sup>th</sup> October, off sick the next week, then returned, myself and my husband still have not seen that this has been implemented? Maybe it is happening during the day, however, I thought that all children and parents and staff entering the centre would be checked and not allowed in with a temperature during this time. It is just another thing I have not followed up with again, with everything that has been happening with **P01** sick and incidents more recently.

## 5. Front desk computer unlocked and paperwork on desk – incident/concern

A few times I have been at the centre, prior to the most recent manager and the first managers **P01** had at the centre, the computer has been left unlocked with paperwork on the desk. I want to raise this as a large concern of mine to protect everyone's privacy and data information especially for the children and the parents and carers etc. At my work there should be a clear desk policy, no computers should be left unlocked. Obviously I do not know what is right and wrong with the policy of a daycare, maybe it is ok because the front door has a code and only parents/children/staff that enter are from the centre. Just something I wanted to check, thank you.

### Thank you

It has been a stressful time for us and are currently looking into changing daycare centres, as we want to ensure **P01** has the best quality of care as changes take time and we have been very patient and understanding, especially with ongoing manager and staff changes. I have high level of anxiety and stress every day, ensuring my phone is always by my side and I keep the staff updated with anything I need to address during drop off/pick up's, especially with allergies/intolerance.

I do however want to note, the chef and staff have been amazing with catering for his needs, preparing meals and showing me a few options they have that they provide to other children. Looking after **P01**'s eczema routine and calling me anytime they want to check anything to find a resolution immediately for **P01**, which has been wonderful. It is unfortunately there has been a lot of instability and now increased uncertainties. I really hope the centre especially the staff can receive all the support they need and be able to have their requests approved to improve their requests to change even a simple door handle.

Thank you, I really appreciate you looking into these incidents/feedback.

**P01** **P01**  
**P03**