



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

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:	07/06/2023
Time completing form:	4:55pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Coombs Early Learning

<p>Has the complaint been raised directly with the service? If yes what was the response? If not why?</p>	<p>Yes, we have contact the childcare after the incident They say they are not in fault.</p>
<p>Complainant's relationship to the service (how long have you had an association parent/educator for)?</p>	<p>We been enrolled in this childcare since 01/07/2022</p>
<p>Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?</p>	<p>My son broke his left clavicle in Coombs Early Learning on 27/04/2023. On 27/04/ 2023, around 1:00 pm but I received center phone call about 1 pm</p>
<p>If delay in reporting, reasons for delay?</p>	<p>Keep trying to reach out the service centre</p>
<p>Name of children (in full if possible) involved in the</p>	<p>P01 P01 we believe the centre have the fault of lack of duty of care, they did notice or do anything, when my son kept compliant about his arm can not move. And not incident report at the day</p>

incident/ issue to which the complaint relates?	
Age of Children (DOB if possible and relevant?)	P02
Name of educator(s), staff member(s) or other persons involved?	P01 P01 P05
<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>My son broke his left clavicle in Coombs Early Learning on 27/04/2023. On 27/04/ 2023, around 1:00 pm, I received a phone call, the educator in the center told me, P01's nose was bleeding around 10:30 because he got hit by the milk box. And my father-in-law went to the center to check up on P01 with his nose bleeding.</p> <p>By the time my father in law gets there, he called me and put me on speaker told me P01 was asleep. The educator told me P01 is fine, and doesn't need to wake him up, but I just wanted to make sure his ok. During the conversation, P01 starts to mention P01 complained about his should pain. My father-in-law woke P01 up and found something definitely wrong with P01's shoulder. He clearly can not move his arm. We take P01 to an emergency did an X-ray. The result showed his clavicle has featured.</p> <p>When we get home from the emergency, I asked P01, what's happened, P01 told me he was climbing on the slide and he hit his should on the slide, he cried for so long, and no one check up on him. Later on he constantly compliant his shoulder in so much pain. He cannot move his arm. Yet no one gives me a call. until My father in law went to the center for checking his nose bleeding.</p> <p>On 28/04/2023 in the morning at 8:30 I met P01, and she told me the center manager is having a holiday in Italy she just steps in, to cover for this time. I have a chat with her to try to find out what happened to P01. Why is no one noticed P01's shoulder? Why no one gives me a call to explain to me what happened to P01's shoulder? Where is the incident report? Why did no one do anything when P01 compliant about his shoulder pain so many times, no first aid? P01 told me she will give me some updates when she knows more, and she asks to me sign the incident report. I told her, no one called me about the shoulder, but she says just for government report purposes, so I signed. However, after that, she hasn't informed me of any updates.</p> <p>I have some questions about the center, I went to the center several times but really hard to have the chance to talk with the new center manager. So, I think is time to seek more help.</p> <p>I am not sure what's going on with this center now, lots of people are left P01, the services manager, P01 the assistant manager,</p>

	<p>P01 the lead educator for preschool, and more. My son enrolled in this center about 07/ 2022, I know almost all his educators, but not anymore, now lots of casual staff in the center. some of them, even don't have childcare certificates or first aid. besides, I have noticed another issue regarding the ratio, they are putting different age groups into one group for ratio reasons.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>I have X ray report and emergency report</p>
<p>If necessary would you be prepared to make a statement?</p>	
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>I have the x ray and doctor, and emergency report</p>