

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:	19 May 2021
Time completing form:	12pm
Your full name:	P01 P01
Date of birth	n/a
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Anglicare at Southern Cross Early Childhood Centre, Scullin
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes, I raised it in the day. No written response received. Please see email forwarded. I got a call from the Assistant Director the following day. She was very passive aggressive on the next day basically saying that P01 (Educator) didn't say that she had told my husband.(P01 had told my husband upon pick up that she had scratched my son while cleaning his nose). P01 told me that she had spoken to P01 and that she hadn't said that, instead she told me that he could have done it himself (he is 8months old and incapable of injuring him that way). She told me that I had accused the centre of abuse and neglect and this had to go to CECA, which I was happy with. I requested a reference number, and didn't hear anything back. She also told me that my son was unwell (he had a runny nose) and I should collect him immediately. This is the second time

	they asked me to collect him with a runny nose. The first time we took him to the doctor who told us he was fine. He has been teething and he has been fine in the other centre he now attends.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	27/04/2021 – First day of care Prior to that we had orientation
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	Monday 10 May 2021 - Time unknown We didn't get an incident form
If delay in reporting, reasons for delay?	I spoke to P01 P01 (CECA) on 13 May, 2021 after waiting on a written response by the centre. I have been sick for the past few days and was unable to complete the form earlier.
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01 P01
Age of Children (DOB if possible and relevant?)	8 months at time of incident (1 month premature) DOB P02
Name of educator(s), staff member(s) or other persons involved?	P01 – She told my husband that she had scratched P01 's nose while cleaning him
Details of the incident/issue: <i>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?</i>	Upon pick up from Daycare on 10 May 2010, my baby had a red wound (missing skin) on his nostril. See pictures attached. His carer P01 told my husband that it happened while she was cleaning his running nose. He was too shocked to respond. We emailed the centre the same evening.
Did you make any notes at the time, or send any	I came home to see him and took pictures. I emailed the centre director with photos.

emails? Are you prepared to provide a copy?	I never got a written response, Instead I was told on the phone that my son couldn't be at the centre anymore because he is coming down with a cold (he wasn't)
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)?	<i>Background Info (Could be unrelated to the incident)</i> Please see emails sent to the centre that I have forwarded to you. I have had a few issues with the centre before deciding on leaving. I had mixed messages from the staff and management since I started. It was related to P01's food which had me very concerned. (He was born one month premature and on the low end of the weight so I clarified before starting that he will need to be fed appropriately. At orientation, both P01 (Assistant Director) and P01 (Admin staff) told me it was fine and not as issue to keep him fed. However, P01 later denied it on email and said he won't be fed breakfast. For a baby, this is either milk of whatever solids he is on. P01(Director) had told me it wasn't an issue, just a week prior. Given the different information I was given by different people, I took it as a red flag and gave notice straight away. This incident happened during notice period.