

## 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:	25 October 2023
Time completing form:	3:39PM
Your full name:	P01 [REDACTED] P01 [REDACTED]
Date of birth	P02 [REDACTED]
Contact details: (phone and email)	P03 [REDACTED] P01 [REDACTED]
Service to which the complaint relates?	Artemis Early Learning 11 Cessnock Street Fyshwick ACT 2609 Provider approval number: PR-40030037
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	No, complaint covers three general areas of concern and not directly raised due to relationship with centre director (more detail below).
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Parent. Child has attended for approx 3 years.
Date/time of incident/issue to which the complaint relates. If unknown, approximate timeframes?	Jul to Oct 2023
If delay in reporting, reasons for delay?	N/A

<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>N/A</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>N/A</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>N/A</p>
<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>Over the last few months there are a few things that have caused me to be concerned that there are some safety measures that have slipped from being addresses/maintained by the management of the centre. Where these have directly affected my child I have made the staff aware and where appropriate also discussed with the Director and they have been quick to address, however, there are 3 general safety items that affect all children in the centre that don't seem to be a concern or area that needs to be addressed from the centre's point of view:</p> <p><b>Dog in centre</b></p> <p>The Director's dog is often in the centre and whilst this may be in accordance with the centre's policies and procedures (I am not aware that the centre has these in place) I do have concerns that the dog is often wandering the corridors and entering the rooms. Whilst there are Educators around, they aren't there to monitor the dog or its interactions with the children. There has been an occasion where I did witness the dog nip at a child and the child say 'Don't bite me' to which the centre Director came and got the dog. The child was not harmed in this instance. However, in my opinion the dog should not have been roaming the main corridor on its own, and whilst the child was not hurt on this occasion there could have been a different outcome if the dog suddenly decided to engage with the child differently.</p> <p><b>Gate cabled tied in main playground</b></p> <p>Once of the main gates in the main playground has been broken for a number of months (apprx Jul 2023). Initially, the centre removed the gate and placed a piece of plywood in its place whilst the gate was being fixed. However, the fix seems to be some cable ties holding the gate to fence rather that correcting the latch. The playground faces the main carpark and I am not sure that long-term this is an appropriate fix.</p> <p><b>Ratio of educators to children</b></p>

	<p>There have been a number of staff go on leave for various reasons (maternity etc) across the centre and I know they have had some difficulty in securing personnel to fill the vacancies. On most occasions, I feel that they do balance the ratio across the centre, however, there have been a number of afternoons where the ratio appears to be out. On picking up our child last week, her room educator said to my partner that the toddler rooms and the pre-schools rooms were all outside in the main playground as there were not enough educators at work that day. I do understand that the ratio can be balanced across the centre not just by room but I'm not sure that the centre ratio is being achieved in these instances (particularly in the afternoons/early morning).</p> <p>As I stated earlier I'm of the opinion that perhaps an audit/check-in with the centre is required to make sure appropriate measures are being taken to ensure the continued safety of the children in the centres care.</p> <p>Additionally, I'd prefer to remain anonymous with regards to making the centre aware of my concerns as [REDACTED]</p> <p>P05 [REDACTED]</p> <p>Thanks so much, happy to discuss further if needed.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>No notes, just observations.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>I would prefer to remain anonymous</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	<p>No</p>