

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

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| Date completing form: | 4 July 2023 |
| Time completing form: | 10:00 pm |
| Your full name: | P01 P01 |
| Date of birth | P02 |
| Contact details: (phone and email) | P03 P03 |
| Service to which the complaint relates? | Canberra Grammar School Northside Pre-Kindergarten |
| Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not why</i> ? | Yes Response: partially completed roster, incorrect entries were not corrected |
| Complainant's relationship to the service (how long have you had an association <i>parent/educator for</i>)? | Educator since 2019 |
| Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes? | 2022 to current |
| If delay in reporting, reasons for delay? | I first became aware Canberra Grammar School Northside Pre-Kindergarten was not keeping records of the Day-to-Day Supervisor when the Nominated Supervisor was absent in April 2023. The record was updated |

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| | throughout term 2, 2023. In June 2023, the record was updated for some weeks in term 1 2023. |
| Name of children (in full if possible) involved in the incident/ issue to which the complaint relates? | Pre-Kindergarten class at Northside |
| Age of Children (DOB if possible and relevant?) | Approximately 4 years old |
| Name of educator(s), staff member(s) or other persons involved? | <p>P01 P01 (Pre-Kindergarten Teacher)</p> <p>P0P01 P01 (Head of Primary)</p> <p>P01 P01 (CGS Care Coordinator)</p> <p>P01 P01 (Primary School Operations and Administration Manager)</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>Issue: Accurate Day-to-Day Supervisor records are not being kept.</p> <p>The first date I was notified I was the day-to-day supervisor was 15 March 2023. In June 2023, the record was updated and listed my name as the day-to-day supervisor on 9 March 2023 (commonly known as the 'Northside bus incident' day). I could not have been the day-to-day supervisor on this date as I was not on campus nor with the children on this date.</p> <p>I requested the record be corrected (among other incorrect entries) but my request was not actioned.</p> |
| Did you make any notes at the time, or send any emails? Are you prepared to provide a copy? | <p>WhatsApp message from P0P01 P01 15 March 2023</p> <p>Day to Day charge email trail 6-28 April 2023</p> <p>Pre-K Staffing 2023 and D2D Charge as at 15 June 2023</p> <p>D2D Charge email trail 13-17 June 2023</p> |
| 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 believe staffing records are being manipulated, particularly when incidents occur, e.g. the bus incident, Vacation care staff not being present to open the service. |