

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:	01/04/2022
Time completing form:	3:30pm
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Cubs Corner in Greenway
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	Yes. Email response attached. I also received a phone call from the director, she was saying I don't trust their staff and the conversation became a conflict.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	Our son P01 started the service officially from Wednesday 23 rd of March 2022 after he had two orientation days. He had blocked nose and temperature after his first 1 hour orientation on Friday 11 th of March 2022, he had PCA test on Monday 14 th of March 2022, the result was negative.
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	On Wednesday 30 th of March 2022, about 2:30pm.
If delay in reporting, reasons	

for delay?	
Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?	P01 P01
Age of Children (DOB if possible and relevant?)	P02 – 10 months
Name of educator(s), staff member(s) or other persons involved?	Centre Director – P01 P01
<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 was called in from the childcare to pick up P01 as he has temperature of 37.9c. I picked him up and came back home to put him sleep. He was still playful with my daughter in the evening, checked temperature 36.8c in the evening, 36.8c next morning and 36.9c in the afternoon. On Thursday, I expressed the director my concern over the 24 hours exclusion policy as I would expect that he would have temperature various reasons and having the constant exclusion would not make any point to take him to the childcare even though he was fine by next day.</p> <p>My friend has her two children attending the same childcare got positive from COVID recently, and I had never been informed about cases from the service since P01 started. I requested the director to provide information about positive cases at the service as P01 went to the room where other children were in the morning to drop off, and I walk pass and touch common area such as kiosk, elevator, switch to open door etc. The director refused my request saying that they follow advice from ACT Health and Education, and assess the risk.</p> <p>It does not a fair that the director hides information about positive cases at the services, but excluding a child with temperature for 24 hours with the concerns of COVID. My son has contact with other people from only this childcare and it would be important to provide healthcare provider that he had potential close contact to the virus if P01 got positive.</p>
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	Copy of email attached.
If necessary would you be	

<p>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 spoke with Busy Bee childcare this morning, they said that they provide information about positive cases at the centre to the parents regardless of the rooms. Also they said if child had any symptoms of COVID, they will ask parents to get child tested and they can return to the service next day if symptom settled and with negative test result. This sounds more reasonable procedure to ensure the safety of all children rather than just being given 24 hours exclusion order.</p>