

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:	29/11/2024
Time completing form:	11:55am
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	Email: P03 Mobile: P03
Service to which the complaint relates?	I currently work at Genius Gowrie but unaware of what service these pictures were taken
Has the complaint been raised directly with the service? If yes what was the response? If not why?	<p>I raised the complaint to our operation manager P01 P01 at 7:49am on 29/11/2024.</p> <p>I told P01 of the findings that a parent from our service showed us on the sign in and sign out ipads. She said she will contact P01 (IT guy) and follow it up.</p> <p>I called her again at 10:36am and told her it was actually on all the ipads in our service and that it wasn't good and language was awful and she said to delete it off all ipads.</p> <p>She said she is following it up.</p> <p>She then called me at 11:12am and said they know who it was and she was so apologetic and that it was a misspelt. And it was on another ipad at a different service and what the contacts of the parent was so she can call the parent who made us aware.</p> <p>I am not satisfied with this response and believe it's a matter</p>

	<p>that should be full investigated. I contacted another service Genius Gungahlin and asked them if it is on their ipads and it was on their sign in and sign out ipads too. I am unsure how many other services have seen this and believe it is a big breach of confidentiality for those children involved and the language that was used with the caption “ little C**ts” .</p> <p>From my understanding swear words are not auto corrected on any device but usually auto correct Is used to avoid such language.</p>
<p>Complainant’s relationship to the service (how long have you had an association <i>parent/educator</i> for)?</p>	<p>I am the Assistant Centre Manager at Genius Gowrie and have been here since Genius took over on 22nd of April 2024.</p>
<p>Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?</p>	<p>22/10/2024 is dated on the message at 3:06pm</p>
<p>If delay in reporting, reasons for delay?</p>	<p>No delay as ive just come across it today</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>I do not know the service or children involved, from my understanding it is a genius Childcare service.</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>Unknown but look like preschoolers</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>Unknown</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>A parent took a photo of the ipad and shared it with another educator, that educator shared the information with me of the caption “Little C**ts” with a photo of a group of children.</p> <p>I do not know who it was and what service.</p> <p>I have raised the issue with operational manager P01 P01.</p> <p>From my understanding no.</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 text messages with P01 P01.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the allegation(s)?</p>	