

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:	16/6/23
Time completing form:	10:00am
Your full name:	P01
Contact details: (phone and email)	P02
Service to which the complaint relates?	Guardians childcare Gungahlin
Has the complaint been raised directly with the service? If yes what was the response? If not why?	Yes The manager is of the opinion that they are kids, things like that are normal occurrence
Complainant's relationship to the service (how long have you had an association parent/educator for)?	A Parent - 15 months
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	31st May 2023
If delay in reporting, reasons for delay?	I called the head office the next day, 1st June 2023. Inform the police and child protection unit.
Name of children (in full if	P01



possible) involved in the incident/ issue to which the complaint relates?	P01
Age of Children (DOB if possible and relevant?)	P02
Name of educator(s), staff member(s) or other persons involved?	P01 was in the room when the incident occur, according to her, she was busy attending to something else.
Details of the incident/issue: 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?	P01 I was called at about 3:00pm that my daughter P01 was involved in an incident with other male in same room. I rush to the Centre. the Education (P01) Explain to me that P01 Struggle with other male to hold on to a toy, in the process the other male ~~blow~~ scratch her on the forehead. She refused to mention the name of the other child. The Educator was the only on presence in a room of 16 kids. (P01) She told me she was busy attending to some things else whilst P01 was hurt.
Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?	P01 I immediately called the head office to inform them. P01 Yes I sent an email to the manager P01; few days after the incident
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)?	Yes, pictures of the injury is available. Various