

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:	10/10/2022
Time completing form:	18:00
Your full name:	P01 P01
Date of birth	P02
Contact details: (phone and email)	P03 P03
Service to which the complaint relates?	Child Care
Has the complaint been raised directly with the service? If <i>yes</i> what was the response? If <i>not</i> why?	YES. They will investigate it. Promises made and never fulfilled, now refused to what they promised.
Complainant's relationship to the service (how long have you had an association <i>parent/educator</i> for)?	My Son, now 3.6 years old
Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?	28/11/2021 around 13:00
If delay in reporting, reasons for delay?	Because childcare (Insight) promised us that they will provide us with the insurance claim number and all expenses to be taken care off. Now they don't want to report the incident to

	<p>their insurance and refusing to deal with the matter. Stopped replying to our emails etc.</p>
<p>Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?</p>	<p>P01 P01. His front incisors broke/fall due to the negligence of the educators and the childcare.</p>
<p>Age of Children (DOB if possible and relevant?)</p>	<p>P02</p>
<p>Name of educator(s), staff member(s) or other persons involved?</p>	<p>P02 Director</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>My son P01 P01 was enrolled in Insight childcare at Throsby, ACT last year. He got injured there when he fell from a chubby house and broke his front teeth late November 2021</p> <p>Details:</p> <p>As per the discussion with the centre, there were 3 educators present near him within 1-2 metres range when the incident happened. None were able to control it which can be accepted as incidents happened within seconds and sometimes out of control. But it was very hard to believe that 3 educators were near him, and none were able to control. We still believe it was complete negligence on their part., I went straight away after receiving the call from the centre day. P01 was bleeding very badly from his mouth and a couple of educators put ice packs and calmed him down. I asked if any medical help had been called- answer was not at this stage, shocked to see a child bleeding and no medical help called.I was like what were you waiting for. Why haven't you called anyone. I took him straight to the nearest walk-in clinic who referred me to take him to a dentist as the wait time would be less otherwise to the nearest hospital.</p> <p>He did not attend the childcare for more than a week after this incident. The director assured us that everything will be taken care of. And the senior director should give you a call soon to discuss this matter. The director at the centre also assured us that the medical expenses will be borne by the centre and that he will call Insurance company who will take care of it. He also advised to give him all the invoices going forward, and he will get them paid. Honestly speaking this is not the first incident of negligence at this centre.</p>

	<p>There were a couple of meetings after this incident, and we requested the centre to put more mulge in the area so other kids don't get hurt themselves. He said he will order extra mulge and make some other changes which are safer for the kids- never happened. I have been patiently waiting for almost a year now but it's high time I should bring this to the authorities.</p> <p>P01 has been deeply impacted by this incident and at times would speak to us about this incident. He must chew his food from side teeth and be careful of whatever he puts in his mouth as a couple of other side front teeth are loosened due to the impact. Last week while putting him to sleep he said Papa- when are my teeth going to come. They were not coming and started crying. Other day he said I won't smile as he doesn't have normal teeth still remembers the entire incident.</p> <p>Lately an invoice was issued by the clinic who does regular 6 months check-up for P01 and received a call from them that the invoice is still outstanding. Called the director of the centre that the invoice is still outstanding, he advised that the insurance is already speaking with the clinic, and they will investigate this. The dental clinic clearly advises the treatment can go further as well just depends how his teeth grow when he turns 6 or 7.</p> <p>Now I received an email from the senior director that they will not be able to cover any expenses. I requested a call back from her- no reply. Emails- no reply. We are so emotionally depressed how the childcare has dealt with this issue.</p>
<p>Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?</p>	<p>Yes, I have some documentation.</p>
<p>If necessary would you be prepared to make a statement?</p>	<p>Yes, happy to write down all has happened in the past 1 year</p>
<p>Is there any other information (documents, memos, emails etc) that you may have that would substantiate the</p>	<p>Yes, have electronic communication with the centre.</p>



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allegation(s)?	
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