

**From:** [Fairburn, Janine](#)  
**To:** [Compliance](#)  
**Cc:** [p01](#)  
**Subject:** Anonymous Complaint received by ACT Regulatory Authority  
**Date:** Tuesday, 19 October 2021 12:40:00 PM  
**Attachments:** [image001.png](#)



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Dear [p01](#)/[p01](#),

I hope that you, your teams and families are all keeping safe and well during these challenging times.

The ACT Regulatory Authority, also known as Children’s Education and Care Assurance (CECA), has received an anonymous complaint, relating to Papilio Early Learning Barton (the Service).

The complaint is as follows:

*“There’s is a Educator at Papilio Barton working with an expired WWVP card. They don’t sign in for their shift so that it isn’t flagged.”*

No other information was submitted by the anonymous complainant in relation to identifying which educator they are referring to.

The Regulatory Authority is referring this complaint to the Provider for your information and action in regard to ensuring all educators hold current and valid ACT Working with Vulnerable Persons registration cards.

The Regulatory Authority requests that the Provider make enquiries, and submit findings back to me, with evidence to support that all educators employed at the Service hold current and valid ACT Working with Vulnerable Persons registration cards – can this please be provided by no later than close of business Tuesday 26 October 2021.

Your assistance in this matter is greatly appreciated. Please feel free to contact me should you wish to discuss.

Kind Regards,

Janine Fairburn | Assistant Director  
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