

### 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](mailto: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

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| Date completing form:                                                                                 | 31 Aug 2023                                                                                                                                                                       |
| Time completing form:                                                                                 | 9:00                                                                                                                                                                              |
| Your full name:                                                                                       | p01 [REDACTED] p01 [REDACTED]                                                                                                                                                     |
| Date of birth                                                                                         | P02 [REDACTED]                                                                                                                                                                    |
| Contact details:<br>(phone and email)                                                                 | P03 [REDACTED]<br>P03 [REDACTED]                                                                                                                                                  |
| Service to which the complaint relates?                                                               | Papilio Early Childhood Centre Yarralumla                                                                                                                                         |
| Has the complaint been raised directly with the service? If yes what was the response? If not why?    | Yes.<br>Clear action was not seen nor has any feedback from the centre.                                                                                                           |
| Complainant's relationship to the service (how long have you had an association parent/educator for)? | 1 year                                                                                                                                                                            |
| Date/time of incident/ issue to which the complaint relates. If unknown, approximate timeframes?      | After the covid                                                                                                                                                                   |
| If delay in reporting, reasons for delay?                                                             | We didn't want to solve this matter through CECA. We waited for two weeks for the centre to respond, but we didn't receive any clear action, so we decided to submit our official |

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| Name of children (in full if possible) involved in the incident/ issue to which the complaint relates?                                                                                                                                                                                                                                                                                               | p01 [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Age of Children (DOB if possible and relevant?)                                                                                                                                                                                                                                                                                                                                                      | P02 [REDACTED]<br>Four years old                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Name of educator(s), staff member(s) or other persons involved?                                                                                                                                                                                                                                                                                                                                      | Papilio Early Childhood centre                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p>Details of the incident/issue:</p> <p><i>Consider details such as:</i><br/> <i>What happened?</i><br/> <i>Where did it happen?</i><br/> <i>Has it ever happened before?</i><br/> <i>Has it happened to anyone else?</i><br/> <i>Who was present?</i><br/> <i>Who was involved?</i><br/> <i>Have you discussed the incident/issue with anyone else?</i><br/> <i>Has any action been taken?</i></p> | <ul style="list-style-type: none"> <li>• Educational Programs and Activities: Previously, the centre provided a diverse range of educational programs, including drawing, letter reading and writing, song and dance, sports, and more. My elder daughter greatly benefited from the programs like the "show and tell" program. Unfortunately, these programs have either been discontinued or the quality has diminished. My younger daughter's activities are now limited to a few daily general tasks, and updates on her daily activities are infrequent, sometimes only once in over a week. The departure of many experienced educators post-pandemic has further affected the quality of education.</li> <li>• Food Quality and Nutrition: I have noticed changes in the meal structure at the centre, and I am concerned about the quality and nutritional value of the food provided. I am uncertain if it adheres to the Australian standards for childcare centres. we would be grateful if the centre were more transparent on this and provide us with more information on this.</li> <li>• Cleanliness and Health: The centre previously employed cleaners who ensured daily cleaning of the rooms and toys, allowing educators to focus on their educational responsibilities. Now, educators are tasked with non-educational duties, including cleaning. This winter, my 3-year-old daughter fell ill multiple times, causing stress for our family and leading us to exhaust our sick/personal leave, resorting to unpaid or annual leave. Medical consultations confirmed her immunity was intact, suggesting the illnesses might be due to the childcare environment. In contrast, my 6-year-old, attending a preschool with many children, remained healthy.</li> <li>• Communication with the Centre: I have discussed my concerns with the centre's supervisor, who assured me</li> </ul> |

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|                                                                                                                            | <p>that my feedback would be escalated to higher management. However, the situation remains unchanged, and we have not observed the recruitment of more experienced educators, or improvement of education programs. The ages of 3 to 4 are crucial for a child's development and well-being, and I am unwilling to let more time pass without addressing these issues.</p> <ul style="list-style-type: none"> <li>• Documentation: We use the "Storypark" app to document our children's activities at the centre. For my older daughter, numerous daily posts were showcasing her enriched education and active childhood. In contrast, my younger daughter's activity reports are sparse, sometimes with only one update in two weeks.</li> </ul> |
| Did you make any notes at the time, or send any emails? Are you prepared to provide a copy?                                | The center received a report through verbal communication.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 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)? | Most of the information can be found on the "Story Park" app. It clearly demonstrates the centre's neglect of children's education. Families didn't receive daily updates about their children.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |